

State of Montana Information Technology Managers Council

Minutes

November 1, 2017

8:30 a.m.

Capitol Building, Room 152

Members Present:

Kreh Germaine, DNRC – Chair
Angie Riley, MPERA – Vice Chair
Ron Baldwin, State CIO/SITSD
Tim Bottenfield, DOR
Mike Bousliman, MDT
Larry Krause, DOC
Stuart Fuller, DPHHS
Eric Tarr, DLI
Sky Foster, AGR
John Daugherty, COR

Rennan Rieke, HIS
Cheryl Grey, DOA
☞ Sean Higginbotham, LGR – Cascade County
☞ Edwina Morrison, CHE
Jerry Kozak, MBCC
☞ Manuel Soto, OPI
☞ Stacy Ripple, MSF
☞ Kellee English, SOS
☞ John Noble, TRS
☞ Jessica Plunkett, FWP

Staff Present: Jennifer Schofield

Guests Present: Becki Kolenberg, Jody Troupe, Joe Frohlich, Greg Thomas, Samantha Mongoven, Tiffany Fox, Linda Kirkland, Tami Gunlock, Chris Hope, Matt Van Syckle, Don Harris, Christie McDowell, Veronica Lamka, Ed Hassell, Irv Vavruska, Maura Gruber, Lynne Pizzini, Jason Pekovitch, Audrey Hinman, Cheryl Pesta, Adam Kopczuk, Pat McGlenn, Stephanie Rhett

☞ **Real-time Communication:** Casey Balcerzak, Kyle Belcher, Kelly Bolen, Theresa Bousliman, Kristin Burgoyne, Robert Cash, Mike Cochrane, Rebecca Cooper, Michael Damiano, Dave Danicich, Zach Day, , Josh Gillespie, Chris Gleason, Randy Haefka, Dustin Hitz, Brian Jacobsen, Dave Johnson, Erica Johnston, Thomas Judge, Anne Kane, Tim Kosena, Sue Leferink, Nate LeGrand, John Levick, Christie Magill, Jerry Marks, Hunter McClure, Darrin McLean, Luann Metro, Christi Mock, Tom Murphy, Hannah Nishek, Mick Peterson, Rawlin Richardson, Josh Rutledge, David Swenson, Dawn Temple, Thomas Callaway, James Thomas, Troy Thompson, Channah Wells, James Zito, Phillip English

Welcome

Kreh Germaine welcomed the council to the November 1, 2017 Information Technology Managers Council (ITMC) meeting. All members and guests were introduced.

Minutes

Motion: John Daugherty made a motion to approve the October 4, 2017 ITMC minutes. Sky Foster seconded the motion. Motion carried.

State Chief Information Officer (CIO) Update

Ron Baldwin provided the council with several updates regarding key topics. Mr. Baldwin stated that, due to budget and time constraints, the Information Technology (IT) Conference will be put on hold. The State Information Technology Services Division (SITSD) Data Transport contract renewal has entered the questions and answers phase. The Request for Proposal (RFP) close date is November 30, 2017. The State CIO's contract signature process will be revised to ensure due diligence is covered and the IT Procurement Request (ITPR) process is followed. The State CIO is working with SITSD's Office of Contracts and Management (OCAM) to develop this process. The State CIO will only sign contracts that include the agency's CIO signature and legal signature. The goal for completion of signed contracts will be within a few days of contract submission. SITSD will send an Agency Customer Satisfaction survey to state agencies. The purpose of this survey is to measure SITSD's level of service as it relates to IT. This will allow SITSD to review the division's ability to provide highly responsive and quality level technical service. This survey will be sent to the ITMC distribution list to solicit wide participation.

SITSD will tighten down email system to address spoofing issues that are occurring due to mass emailing by agencies. The goal is to ensure state systems remain secure when these communications take place.

Action Item: Mr. Baldwin will work in conjunction with the Chief of Staff to reconsider the IT Conference topic in January 2018.

Action Item: Mr. Baldwin will update the ITMC regarding the IT Conference when additional information is available.

Action Item: Mr. Baldwin will update the ITMC regarding the Data Transport contract renewal.

Business

State Strategic IT Plan

Mr. Baldwin reviewed the current drafted version of the State Strategic IT Plan. This plan is located on the ITMC website at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>. The State Strategic IT Plan will be submitted to the Chief of Staff for review. The goal is to present the completed version of this plan to the Information Technology Board (ITB) at the December 7, 2017 ITB meeting. The strategic plan is a statutory requirement and sets the framework for agency's IT plans. Agency's goals and objectives should map to the State Strategic IT Plan's goals and objectives.

Action Item: ITMC council members will submit feedback and responses by November 22, 2017 to SITSD Communications at DOASITSDCommunications@mt.gov.

Action Item: CIO Support will add the State Strategic IT Plan Review to the December 6, 2017 ITMC agenda.

Action Item Review

Angie Riley reviewed action items from the October 4, 2017 ITMC meeting. An InfoBlox presentation will be placed on the ITMC agenda for December 2017. Erin Fashoway is working on the Mobile Technology Workgroup Information Sheet. The remaining action items have been completed. Submit questions regarding the action item review to Ms. Riley at ariley@mt.gov.

Action Item: CIO Support will add InfoBlox Presentation to the December 6, 2017 ITMC agenda.

Gov2Go Demo

Becki Kolenberg provided a presentation regarding Gov2Go. This presentation is located on the ITMC website at <http://sitsd.mt.gov/Governance/Boards-Councils/IT-Managers-Council>. Gov2Go is a national platform that launched in October 2017. This application provides information specific to the user's location. This platform covers state, county, and local entities. Gov2Go currently offers reminders. Future features of this application will include the capability to conduct business and to utilize a platform payment tool. Gov2Go is available for all mobile devices. Montana Interactive (MI) is hosting Montana Digital Government Expo on Thursday, December 7, 2017. Invitations will be sent in November 2017. Target audience members are Agency CIOs and upper management; however, this expo is open to interested parties. Ms. Kolenberg requested organizations provide MI with the number of individuals that plan to attend the expo. Direct questions or comments regarding this information to Ms. Kolenberg at bkolenberg@mt.gov.

System Development Life Cycle (SDLC) Policy Review and Approve

Lynne Pizzini mentioned a workgroup assembled to analyze and revise the SDLC policy. The title was changed to Information Technology Life Cycle to reflect that this policy addresses all IT systems. Mr. Germaine suggested a workgroup meet to review future IT policies submitted to the council for review and approval. Submit questions regarding the SDLC policy to Ms. Pizzini at LPizzini@mt.gov.

Motion: Angie Riley made a motion to approve the Information Technology (IT) Lifecycle Policy. Eric Tarr seconded the motion. Motion carried.

Standing Reports

Voice over Internet Protocol (VoIP)

Matt Van Syckle reported VoIP information regarding the Top 20 building rollout is located on the SITSD Service Catalog site at <http://sitsdservicecatalog.mt.gov/voip-avaya-phones>. Current progress includes

deployment of 1600 phones and completion of the first two remote Wide Area Network (WAN) sites. Proof of Concept (POC) has been developed for a few agencies to validate the configuration and implementation. SITSD is collecting feedback regarding this POC.

Future initiatives include a contact center Purchase Order, which was issued the week of November 11, 2017. This will provide the ability for catalog items to perform surveys for contact centers, call recording, and callback. More information will be provided as implementation occurs. New catalog items will be presented, with a focus on maintaining cost neutrality for agencies. A project has been initiated and a POC is being developed to address VoIP conference room phones. Submit questions regarding VoIP to Mr. Van Syckle at MVanSyckle@mt.gov.

Montana Information Security Advisory Council (MT-ISAC)

Joe Frohlich provided an update regarding the MT-ISAC. The newly appointed council has developed mission, goals, and objectives. The 2017 Biennium MT-ISAC Goals and Objectives are located on the MT-ISAC website at <https://sitsd.mt.gov/Governance/Boards-Councils/MT-ISAC>.

The Best Practices workgroup will review the Hardening of Devices document, Public Key Infrastructure (PKI) standard, vulnerability scanning, and risk management.

The Nationwide Cyber Security Review (NCSR) will be sent to agencies for completion. Agencies will receive user names and passwords by November 3, 2017. Completion date for this assessment is December 15, 2017. Additional information regarding this council is located on the MT-ISAC website at <https://sitsd.mt.gov/Governance/Boards-Councils/MT-ISAC>. Submit questions regarding information provided in this update to Mr. Frohlich at JFrohlich@mt.gov.

Enterprise IT Financial Workgroup (EITFW)

Erica Johnston provided an update of recent EITFW activities. The Wide Area Network (WAN) Circuit Prioritization List was removed from EITFW's public facing website due to an open Request for Procurement (RFP). This prioritization list is located on EITFW's SharePoint site at <https://ent-sp1.mt.gov/sites/eitfw/SitePages/Home.aspx>.

The workgroup confirmed Volume 10 will be a recurring standing volume in the Governor's Executive Budget. Future agenda topics for the workgroup include an analysis of impacts for rates and rate setting process for the next biennium budget. In addition, the WAN billing topic will be discussed during the January 25, 2018 EITFW Meeting. The WAM mainframe timeline will be reviewed to analyze how this will impact cost to agencies.

The workgroup will review SITSD's new billing software, TechBiz, at the January 25, 2017 EITFW meeting. SITSD will perform internal testing in April 2018. TechBiz will be open to agencies for testing during May and June of 2018 and will run concurrently with the old billing system during this time. Agency testing of TechBiz is optional. SITSD will load information and refresh information over iterative cycles as this occurs. The TechBiz billing software system will become the sole billing system on July 1, 2018. TechBudget training sessions for agencies will be scheduled the last two weeks in January 2018. This training will include a preview and demo of TechBiz. The first TechBiz invoice issued will be for August 15, 2018. Submit questions regarding billing to Tami Gunlock at TGunlock@mt.gov.

Additional information regarding this workgroup is located on the EITFW website at <http://sitsd.mt.gov/Governance/Boards-Councils/EITFW>. Submit questions regarding information provided in this update to Ms. Johnston at EJohnston@mt.gov.

Action Item: SITSD's Office of Finance and Budget (OFB) will provide information regarding the TechBiz/TechBudget training.

Action Item: CIO Support will add TechBiz/TechBudget Demo to the February 7, 2018 ITMC agenda.

Legacy Systems / End of Life Planning

Stuart Fuller provided an update regarding the Legacy Systems/End of Life Planning workgroup. The workgroup continues to explore options for a Rapid Application Development (RAD) environment that will address current issues with Oracle forms and reports. Submit questions regarding information provided in this update to Mr. Fuller at sfuller@mt.gov.

Windows 10 Workgroup

Irv Vavruska provided an update regarding the Windows 10 workgroup. The group has met with agencies to

address questions and concerns. The workgroup also participated in a demo that addressed the instillation of Office on shared laptops. An informal survey conducted by the workgroup reported approximately 1/3 deployment completion for the State of Montana Enterprise Windows 10. Deployment of Office 365 (O365) 2016 installation is 55% complete. The workgroup will review uninstalling the current versions of Office and installing Word 365, Windows 10 deployment, and MT-ISAC Best Practices for Hardening of Devices. Submit questions regarding information provided in this update to Mr. Vavruska at ivavruska@mt.gov.

Discussion

Member Forum

The Montana Department of Transportation (MDT) is pursuing an additional SABHRS module. Mike Bousliman will provide updates regarding this project to the council.

Public Comment

Linda Kirkland mentioned Microsoft's O365 License Use for Personal Devices document has been posted to the Mine site and is located at <https://mine.mt.gov/content/it/employee/microsoft-o365-home-use-memo.docx>. Submit questions regarding the information posted on the site to Dale Stout DSTout@mt.gov at or Sean Edgar at SEdgar@mt.gov.

Future Agenda Topics

John Daugherty suggested Living Disaster Recovery Planning System (LDRPS) review as a future agenda topic. Mr. Daugherty also suggested a review of the Mass Notification System for State of Montana Employees as a future agenda topic to increase awareness of the availability of this service.

Action Item: CIO Support Staff will add LDRPS Review and Mass Notification System for State of Montana Employees as possible agenda items for the December 6, 2017 ITMC meeting.

Submit future agenda item suggestions to Mr. Germaine at kgermaine@mt.gov or Ms. Riley at ariley@mt.gov.

Next Meeting

December 6, 2017
8:30 a.m. to 10:30 a.m.
Capitol Building, Room 152

Adjournment

The meeting adjourned at 10:09 a.m.